

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



May 12, 2015
1:30-3:30 p.m.

San Mateo County Paratransit Coordinating Council (PCC)

P.O. Box 1035

San Carlos, CA 94070

Phone: (650) 299-1442

Fax: (888) 519-6279

Visit us Online! www.sanmateopcc.org

Email: sanmateopcc2@gmail.com

Please note: We now have personal amplification devices available for this meeting; if you would like amplification, please advise Erin Swartz, PCC Staff. Due to the sensitivity of this device, it is important to refrain from personal conversations for the duration of the meeting.

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Scheduled Meetings for 2015

PCC San Mateo County Paratransit Coordinating Council	AL-Com Advocacy- Legislative Committee	Education Committee <i>Prior to the PCC</i>	CTC Coastside Transportation Committee	SamTrans Board
2 nd Tuesday, Monthly *No August Meeting 1:30-3:30 p.m.	1 st Tuesday Quarterly 1:00-3:00 p.m.	2 nd Tuesday Bi-Monthly *No August Meeting 12:00-1:00 p.m.	3 rd Thursday or Friday Quarterly Senior Coastsiders 925 Main Street, Half Moon Bay 9:30-11:00 a.m.	1 st Wednesday, Monthly 2:00 p.m.
January 13, 2015	January 6, 2015	January 13, 2015		January 7, 2015
February 10, 2015			Thursday, February 19, 2015	February 4, 2015
March 10, 2015		March 10, 2015		March 11, 2015
April 14, 2015 *Meeting 4:00-6:00 p.m. *First Transit Appreciation Party 6:00-8:00 p.m.	April 7, 2015		Thursday, April 16, 2015	April 1, 2015
May 12, 2015		May 12, 2015		May 6, 2015
June 9, 2015 *PCC Retreat 10:30-3:30 p.m.				June 3, 2015
July 14, 2015	July 7, 2015	July 14, 2015	Friday, July 17, 2015	July 1, 2015
				August 5, 2015
September 8, 2015		September 8, 2015		September 2, 2015
October 13, 2015	October 6, 2015			October 7, 2015
November 10, 2015		November 10, 2015		
December 8, 2015			Friday, December 18, 2015	December 2, 2015

AGENDA

San Mateo County Paratransit Coordinating Council (PCC) Meeting SamTrans 2nd Floor Auditorium

1250 San Carlos Avenue, San Carlos, CA 94070

May 12, 2015

- | | |
|--|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of April Meeting Minutes | 1:40 |
| 5. Committee Reports | 1:42 |
| A. Advocacy/Legislative—Sandra Lang, AL-Com Chair | |
| B. Budget/Grant Review—Barbara Kalt, Chair | |
| C. Education—Maureen Dunn, Chair | |
| D. Executive—Mike Levinson, Chair | |
| 7. SamTrans / Redi-Wheels Reports | 2:30 |
| A. Coastside Statistics Report | |
| B. Operational Report—Tina DuBost | |
| C. Performance Summary—Tina DuBost | |
| D. Customer Comments—Elly Colwell | |
| E. Safety Report—Lynn Spicer | |
| 8. Liaison Reports | 2:55 |
| A. Coastside—Michal Settles | |
| B. Agency—Barbara Kalt | |
| C. Efficiency Review Update (ERC)—Aki Eejima | |
| D. Commission on Aging (COA)—Sandra Lang | |
| E. Commission on Disabilities (COD)—Jim Engvall | |
| F. Center for Independence of Individuals with Disabilities (CID)—Vincent Merola | |
| G. Department of Rehabilitation (DOR)—Susan Capeloto | |
| H. Metropolitan Transportation Commission (MTC)—Vacant Position | |
| 9. Other Business | 3:25 |

*Action Item

**SAN MATEO COUNTY
PARATRANSIT COORDINATING COUNCIL (PCC)**

**MEETING MINUTES
April 14, 2015**

ATTENDANCE: Members Present: Mike Levinson, Chair; Sammi (Wilhelmina) Riley; Barbara Kalt, Rosener House; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Susan Capeloto, DOR; Dale Edwards, Consumer; Dr. Aki Eejima, Consumer; Judy Garcia, Consumer; Marie Violet, Sequoia Hospital; and Sandra Lang, COA.

GUESTS: Ashish John, SamTrans; John Sanderson, SamTrans; Dave Daley, First Transit; Talib Salamin, Serra Taxi Cab; Elly Colwell, SamTrans; Stalinita Quijano, Consumer; Linda Rhine, Nelson-Nygaard; Erin Swartz, PCC Staff.

ABSENTEES: Dr. Michal Settles, PCC Vice-Chair; Jim Engvall, Consumer; Nancy Kegan, Catholic Charities; Vincent Merola, CID and Maureen Dunn, Senior Focus.

(Member Attendance: 11; Quorum—YES.)

WELCOME/INTRODUCTION

Chair Mike Levinson called the meeting to order at 4:00 p.m. and welcomed all to the April PCC meeting.

APPROVAL OF THE MARCH PCC MINUTES

Dinae motioned and Sammi seconded, with Marie abstaining.

COMMITTEE REPORTS

A. ADVOCACY- LEGISLATIVE COMMITTEE (AL-COM)

Sandra reported that John Sanderson provided a detailed report about the Ad-hoc Committee's work at the April AL-Com meeting. At the meeting, a brief update was also given on the planned SamTrans Customer Survey to be conducted in June 2015. The next meeting is scheduled for July 7, 2015.

B. GRANT/BUDGET REVIEW

Barbara reported that there are no updates available.

C. EDUCATION COMMITTEE

Maureen absent, no report available. The next Education Committee meeting is on May 12 at noon.

D. EXECUTIVE COMMITTEE

Mike reported that the last Executive Committee meeting was held in March. The Executive Committee finalized plans for the First Transit Appreciation Party. Mike thanked Lynn and Dave for their assistance.

At the meeting, several policy issues were briefly discussed such as door-to-door service, along with the PCC Retreat. The PCC will meet on June 9, 2015, from 10:30-3:30 p.m. at the Serramonte Branch of the Daly City Library. The address is 40 Wembley Drive and the Retreat will be in the Community Room. Breakout groups will take place, along with a presentation overview on the ADA and the potential implications on the recent Federal rules published on reasonable modifications.

Linda reported on updates to the PCC Work Plan for FY 2013/14 and 2014/15. The Work Plan includes Objectives, Tasks, Lead and Supporting Roles, and Timeline. Linda added a new column, "Status March 2015."

The first objective is to actively monitor the first phase of the IVR. The PCC will continue to participate in this process when the next phase of the IVR known as Imminent Arrival calls is ready for testing. Linda pointed out that another Work Plan objective is for the PCC to promote and maintain good relations between drivers, passengers, and agencies. Tonight's First Transit Appreciation Party enables the PCC to acknowledge and recognize the high quality service provided by these individuals.

The PCC's next objective was to implement and evaluate new outreach strategies, to encourage people to attend PCC meetings and recruit new agency representatives. Outreach activities are also developed to encourage riders to come to quarterly AL-Com meetings. The Education Committee is working to plan their 2015 outreach activities, after reviewing feedback from several successful outreach events in 2014.

Linda highlighted recent efforts to address the next objective, "Improve the quality of taxi service." The Ad-hoc Committee worked to examine customer comments from customers riding Redi-Wheels, RediCoast and Serra Taxicab vehicles and SamTrans is now providing quarterly updates on taxi performance.

Monitoring service performance on a regular basis and making recommendations to improve the quality of Redi-Wheels and RediCoast service is another objective in the Work Plan. The PCC works with the Coastside to monitor service and identify tools to help improve efficiency. In order to meet this objective, the PCC monitors the Consumer Corps and compares the quarterly data with the SamTrans performance statistics. Recruiting new members to increase Consumer Corps participation is an essential task. Currently, the ERC is looking at the major policies of Redi-Wheels/RediCoast. At the May PCC meeting, Linda will report on research comparing important Redi-Wheels policies with other paratransit providers in the Bay Area.

In the Work Plan, the PCC has another objective, to participate in the recruitment and selection process for an ADA eligibility contractor. Linda, Tina, and Ashish John were members of the selection panel. SamTrans will announce the ADA eligibility contractor selected at a later date. The existing provider's service contract has been extended through July 2015. In order to meet the objective, the PCC is also continuing to discuss and clarify the criteria for renewing paratransit eligibility by mail.

The second-to-last Work Plan Objective is to educate and recruit new PCC members. The PCC will continue its effort to recruit new members and develop partnerships with agencies who have common issues/concerns.

The last objective is to understand the new federal funding bill known as MAP 21 and its impact on the PCC. At the last PCC retreat, there was a presentation given about the 5310 Grant Program. Following an outreach effort by the PCC, four agencies in San Mateo County applied and will be awarded funding from this program. Linda and Barbara worked on a committee to evaluate applications for funding.

Mike made a suggestion for a future Work Plan item. He suggested that the PCC should work with the MTC and other Paratransit Coordinating Councils in the Bay Area to host a conference.

Dinae asked about utilizing phone hold messages to convey information to riders.

Erin provided the Consumer Corps Quarterly Report with an updated format. The total number of feedback forms submitted in January, February, and March 2015 totaled 253. Less than 10% of riders reported waiting longer than their ride pick-up time window. Very few Corps member reported that Night Before Calls were not received or that the calls were inaccurate. No ride evaluations had reports of being put on hold to make trip reservations. About 60% of rides taken this quarter were shorter than 20 miles. Redi-Wheels vehicles provided 71% of rides this quarter, while the remaining 29% were on Serra Taxicabs. No reports for rides on RediCoast vehicles were submitted this quarter. On average, 86% of vehicles had Redi-Wheels Comment Cards in a

visible location. Customer satisfaction with driver assistance continues to be high, as it has been for the past several quarters. Consumer Corps members also have found that more taxis are carrying Redi-Wheels Comment Cards.

Dave Daley commented that On-time performance and phone performance (hold times) are related. There is now an administrative staff person coordinating the reservation desk at First Transit. Dave added that on-time performance is made up of two components: agency service and demand service.

SAMTRANS/REDI-WHEELS REPORT

E. Operational Report

Tina announced Jim Harnett has been selected as the new CEO at SamTrans. He is a veteran transportation and community leader. He has served more than a decade on San Mateo County Transit District Board of Directors, the Caltrain Board of Directors, and was appointed to the High Speed Rail Authority Board of Directors. He is hoping to attend the May PCC meeting.

Tina added that Redi-Wheels is utilizing a new ride ticket format. The new tickets will be printed, sheet-style and are perforated. Old tickets are still valid at their face value.

Tina also reported on an unusual problem that arose on April 9, 2015. Redi-Wheels riders calling to make trip reservations encountered a busy signal. The problem was due to a malfunction with AT&T. Reservationists stayed late to help with people calling later in the day to schedule trips. Same day service was offered to people who were unable to make ride reservations earlier in the day. Tina is continuing to work with the IT Department to further understand the source of the problem and to develop a solution if a similar situation arises again in the future.

In addition, Tina reported that the federal government recently released a reasonable modification rule and that SamTrans is currently reviewing it to understand what it means for Redi-Wheels and RediCoast service. Linda, Tina, and Mike commented that further discussion will be needed, as the modification rule is reviewed and better understood.

F. Performance Summary

Tina presented the Performance Summary Report. Total ridership has increased from February 2014 to February 2015, along with Average weekday ridership. Total Redi-Wheels riders has increased during the same time period. On-time performance met the standard of 90%, while productivity did not meet the standard of 1.70 passengers/hour. Average phone wait time was very good, at 0.5 minutes, which is better than the standard of 1.5 minutes or less.

Mike commented that Chuck Harvey gave the paratransit report at the last SamTrans Board Meeting. Tina offered to provide highlights from the report for the PCC at the May meeting.

John provided the Monthly Comment Statistics Report. Trend lines show more compliments than complaints. Most valid complaints are related to late vehicles, reservation error, and other service-related incidents.

John presented a proposed new format for the monthly comments statistics report, which was developed through the ad-hoc comments review effort. He explained that the new format currently includes a watermark to show that the data are place holders until the format is finalized. At that time, actual data will be used. John thanked the Ad-hoc Committee for their hard work and guidance in this process.

John pointed out important features of the new report format. The total number of comments and the number of valid compliments and complaints are shown at the top of the newly formatted report. John also shared a

graphical representation of the data, which will not be used in future reports as it is difficult to interpret. John asked for feedback and changes requested to the new report format. Linda asked for examples of invalid complaints. John explained that Missed Trips are defined as a trip that does not arrive within 60 minutes of the scheduled ride pick up time. John noted that these types of complaints are infrequent. He noted that after investigation, trips that arrive 21 to 60 minutes late are counted as late trips, not missed trips. Therefore, complaints of this type are now counted as a valid late trip, instead of an invalid missed trip complaint. Redi-Wheels staff review customer calls and reservations.

Marie Violet pointed out that providing a definition of valid/invalid comments on the report would be helpful. John said that it would be worthwhile to review the Comment Code definitions used by Redi-Wheels that are provided in the PCC meeting packets. Aki added that it is important to link customer comment data from the past with future data when category names change.

Mike asked about comments that cover multiple complaint categories. John confirmed that while these comments will be counted in one category, Redi-Wheels will address all of the customer's concerns. John explained that counting individual comments with multiple complaints in more than one category would appear as multiple customer contacts, which would create confusion.

John added that within 7 working days, SamTrans responds to customers requesting follow-up on comments. Most follow-up contact is made by phone, although some riders who submit comments prefer to be contacted by email and letter.

A final discussion of the proposed reports will take place in May with the goal of approving the new format. John encouraged PCC members to submit feedback to him directly, or to send comments to Linda and Erin to pass onto him. Linda suggested that she and Erin email a copy of the proposed report to solicit any further feedback on the format and content.

Safety Report

Dave Daley from First Transit reported that March was a month without any collisions. One issue took place with a rider transitioning into a vehicle from a wheelchair. It was found to be unavoidable.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

In Michal's absence, Mike reported that the next Coastside meeting is Thursday this week from 9:30-11:00 a.m. in Janie's office at 925 Main Street in Half Moon Bay. Tina will provide a quarterly update report at the May PCC meeting.

B. AGENCY

No report, Barbara unavailable.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Linda reported that the next meeting is May 5, 2015, when the comparative research of other Bay Area paratransit providers policies will be presented.

D. COMMISSION ON AGING (COA)

Sandra reported that the March meeting minutes should be revised to show that the COA update should show a presenter was from the Peninsula Conflict Resolution Center, Pat Brown.

Yesterday, the COA met in a second retreat format to guide the organization in an effort to set goals. The goals address work on transportation issues, elder abuse awareness, and providing resources for seniors.

May is Older Americans Month, which coincides with the anniversary of the Older American's Act.

E. COMMISSION ON DISABILITIES (COD)

Vincent Merola and Jim Engvall absent, no reports available.

F. CENTER FOR THE INDEPENDENCE OF INDIVIDUALS WITH DISABILITIES (CiD)

Vincent absent, no report available.

G. DEPARTMENT OF REHABILITATION (DOR)

Susan reported that a new district manager has been hired and will be in place soon. An electronic card was circulated among the PCC members and emailed to Darlene Rutkowski, wishing her a happy retirement.

H. METROPOLITAN TRANSPORTATION COMMISSION (MTC)

No report available.

OTHER BUSINESS

Barbara shared a handout about an upcoming Open House Event at Rosener House in Menlo Park. The event is scheduled for Saturday, May 9, 2015 from 10:00 to 1:00 p.m., with a special presentation at 10:30 a.m.

Linda reminded everyone that the First Transit Appreciation Event is taking place tonight from 6:00-7:30 p.m.

Linda and Mike also reminded the PCC members that the PCC Retreat is planned for Tuesday, June 9 from 10:30 a.m. to 3:30 p.m. The Retreat is taking place at the Serramonte Branch of the Daly City Library. The address is 40 Wembley Drive.

Dinae, Tina, Mike and Dave discussed an incident that took place with them and a driver on a Redi-Wheels ride last week. Dave and Tina apologized for Dinae's experience and noted that reviewing the appropriate protocols with the staff members involved will take place.

Mike and Tina discussed recruiting a new PCC member from the MTC.

The next PCC meeting is scheduled for May 12, 2015 from 1:30-3:30 p.m.

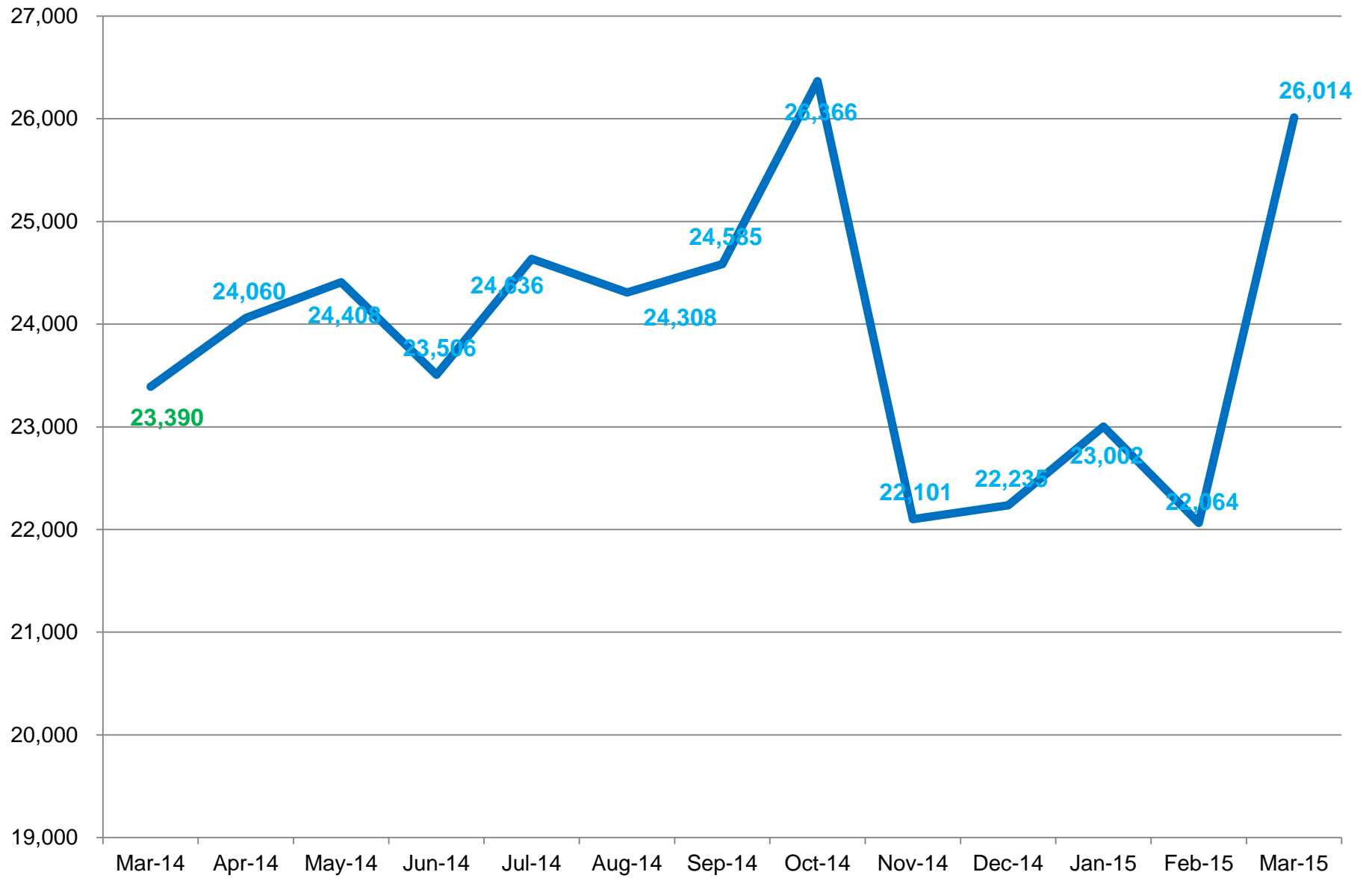
MEETING ADJOURNED: 5:40 p.m.

Coastside Statistics Report

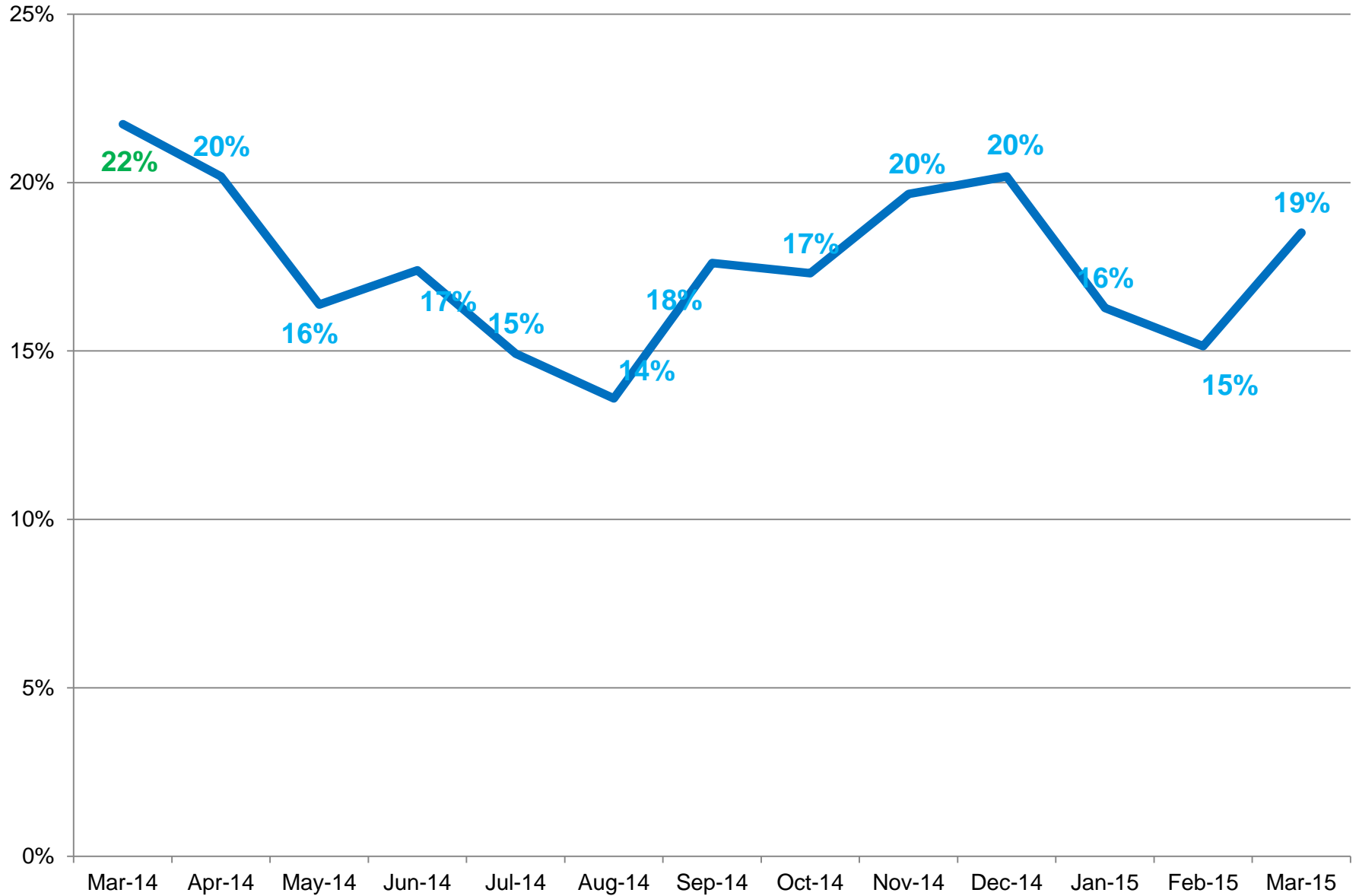
	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Total Trips	2,870	2,841	2,851	2,204	2,850	2,941	2,428	3,248	2,466	2,348	2,629	2,440	2,538
Average weekday ridership	127	131	124	91	129	127	106	138	124	124	123	127	108
Same day cancels	150	165	150	117	119	94	84	87	95	92	78	62	54
% of trips scheduled	5%	6%	5%	5%	4%	3%	3%	3%	4%	4%	3%	3%	2%
No-shows	20	31	24	9	22	27	19	23	23	33	37	41	35
% of trips scheduled	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	2%	1%
On-Time Performance	98%	99%	99%	99%	99%	98%	98%	98%	98%	97%	98%	98%	98%
Productivity	1.48	1.42	1.43	1.05	1.29	1.47	1.1	1.4	1.35	1.18	1.28	1.27	1.21
(Passengers per vehicle revenue hour)													
Complaints per 1000 trips	0.35	0	0	0	0.35	0	0	0.31	0	1.3	0.76	0.82	0.39
td 4/2015													
Standards:													
On-time: 90%													
Productivity: 1.5 passengers per hour													
Complaints: Less than 2.5 complaints per thousand trips													

Performance Measure	Mar-15	Feb-15	Jan-15	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Average
1. Total trips requested	30,650	26,694	28,643	29,024	27,258	31,421	29,553	28,963	29,859	28,055	29,483	28,737	27,897	27,784
2. Trips scheduled	28,046	23,890	25,161	24,683	24,131	28,831	26,923	26,419	26,956	25,663	26,663	26,377	25,547	25,320
a. Same day cancels	1,266	1,210	1,421	1,601	1,286	1,658	1,577	1,424	1,542	1,457	1,540	1,671	1,515	1,626
% of trips scheduled	4.5%	5.1%	5.6%	6.5%	5.3%	6%	5.9%	5.4%	5.7%	5.7%	5.8%	6.3%	5.9%	6.4%
b. Late cancels	377	312	313	424	330	356	336	291	317	312	291	299	285	273
% of trips scheduled	1.3%	1.3%	1.2%	1.7%	1.4%	1.2%	1.2%	1.1%	1.2%	1.2%	1.1%	1.1%	1.1%	1.1%
c. Total customer no-shows	386	304	422	422	413	450	423	393	459	386	424	345	356	368
% of trips scheduled	1.4%	1.3%	1.7%	1.7%	1.7%	1.6%	1.6%	1.5%	1.7%	1.5%	1.6%	1.3%	1.4%	1.5%
d. No-show (operator)	3	0	3	3	1	1	2	3	2	2	0	2	1	1
3. Total trips served	26,014	22,064	23,002	22,235	22,101	26,366	24,585	24,308	24,636	23,506	24,408	24,060	23,390	23,053
a. Average weekday riders	1,033	1,003	967	881	975	1,025	1,030	997	984	974	1,000	972	964	956
b. Advance reservation	17,478	14,815	15,752	14,792	13,836	17,393	16,125	15,848	15,862	14,841	15,758	15,393	15,002	14,608
c. Agency trips	4,112	3,418	3,398	3,726	4,331	4,425	4,095	4,054	4,316	4,269	4,211	4,170	3,976	4,086
d. Individual subscription	4,424	3,831	3,852	3,717	3,934	4,548	4,365	4,406	4,458	4,396	4,439	4,497	4,412	4,359
e. Taxi trips	4,817	3,342	3,744	4,488	4,345	4,563	4,330	3,304	3,676	4,089	3,998	4,855	5,083	4,335
(taxi % of total trips)	19%	15%	16%	20%	20%	17%	18%	14%	15%	17%	16%	20%	22%	19%
4. Total Redi-Wheels riders	2,203	2,078	2,108	2,104	2,086	2,236	2,198	2,198	2,230	2,130	2,166	2,162	2,089	2,061
5. Inter-County Transfer Trips	310	290	280	274	283	281	251	296	317	279	252	261	285	358
6. On-time performance ¹	90.0%	91.1%	90.1%	87.0%	87.6%	88.2%	88.0%	87.6%	90.6%	91.0%	91.0%	91.5%	92.0%	90%
7. Productivity (psgrs/rvh) ²	1.66	1.59	1.66	1.57	1.64	1.64	1.66	1.66	1.63	1.62	1.70	1.74	1.70	1.72
8. Complaints per 1000 trips	0.5	0.5	1.4	1.0	0.5	0.4	0.5	0.9	0.6	0.9	0.7	0.7	0.6	0.7
9. Compliments per 1000 trips	0.9	1.8	3.3	0.6	1.2	0.3	0.6	0.9	0.9	1.0	1.5	1.0	1.5	1.1
10. Avg phone wait time (mins)	0.7	0.5	0.8	1.4	1.4	2.2	1.9	0.7	1.4	1.1	1.4	1.5	1.5	1.50
4/28/2015														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

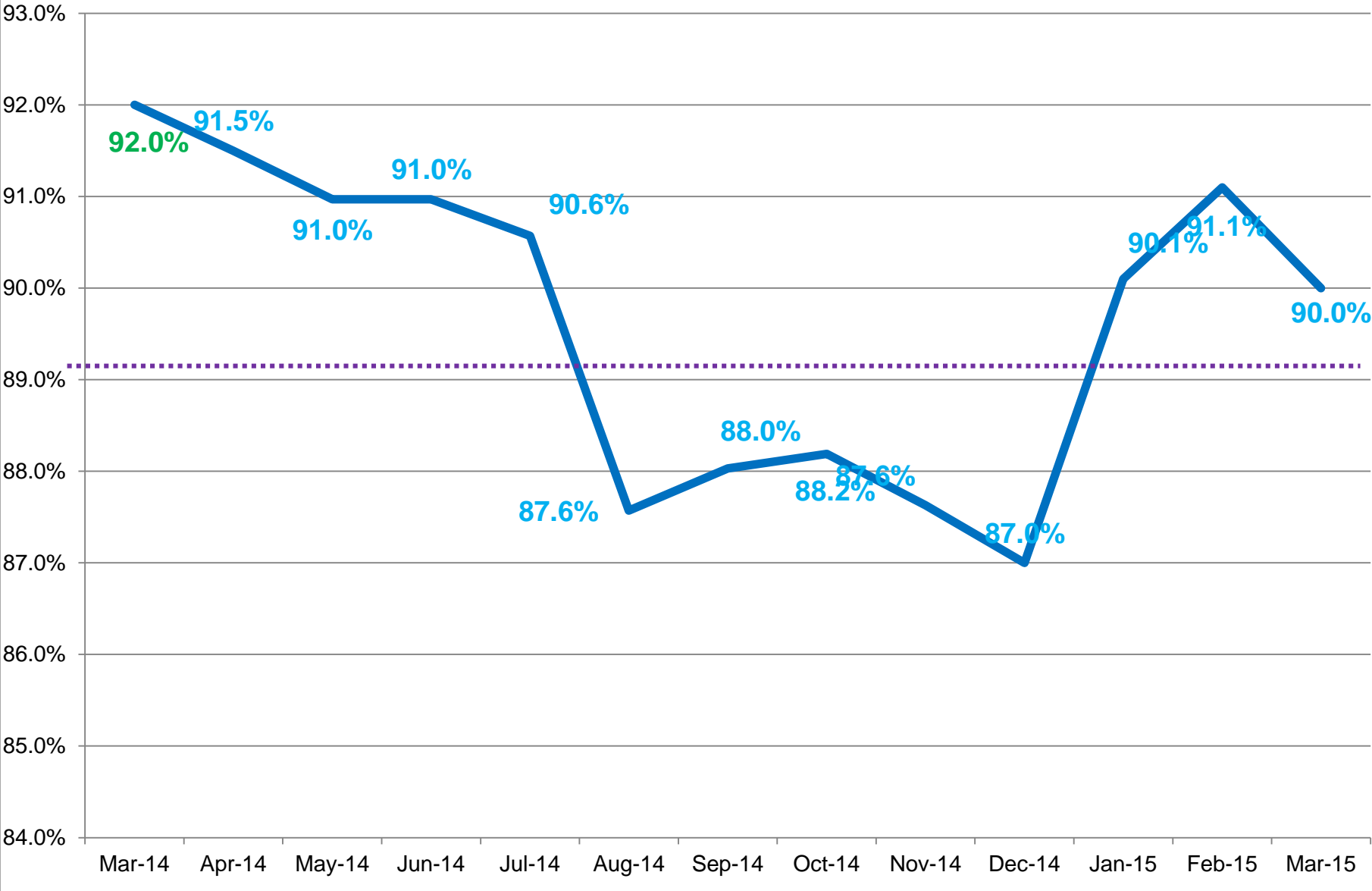
Total Trips Served



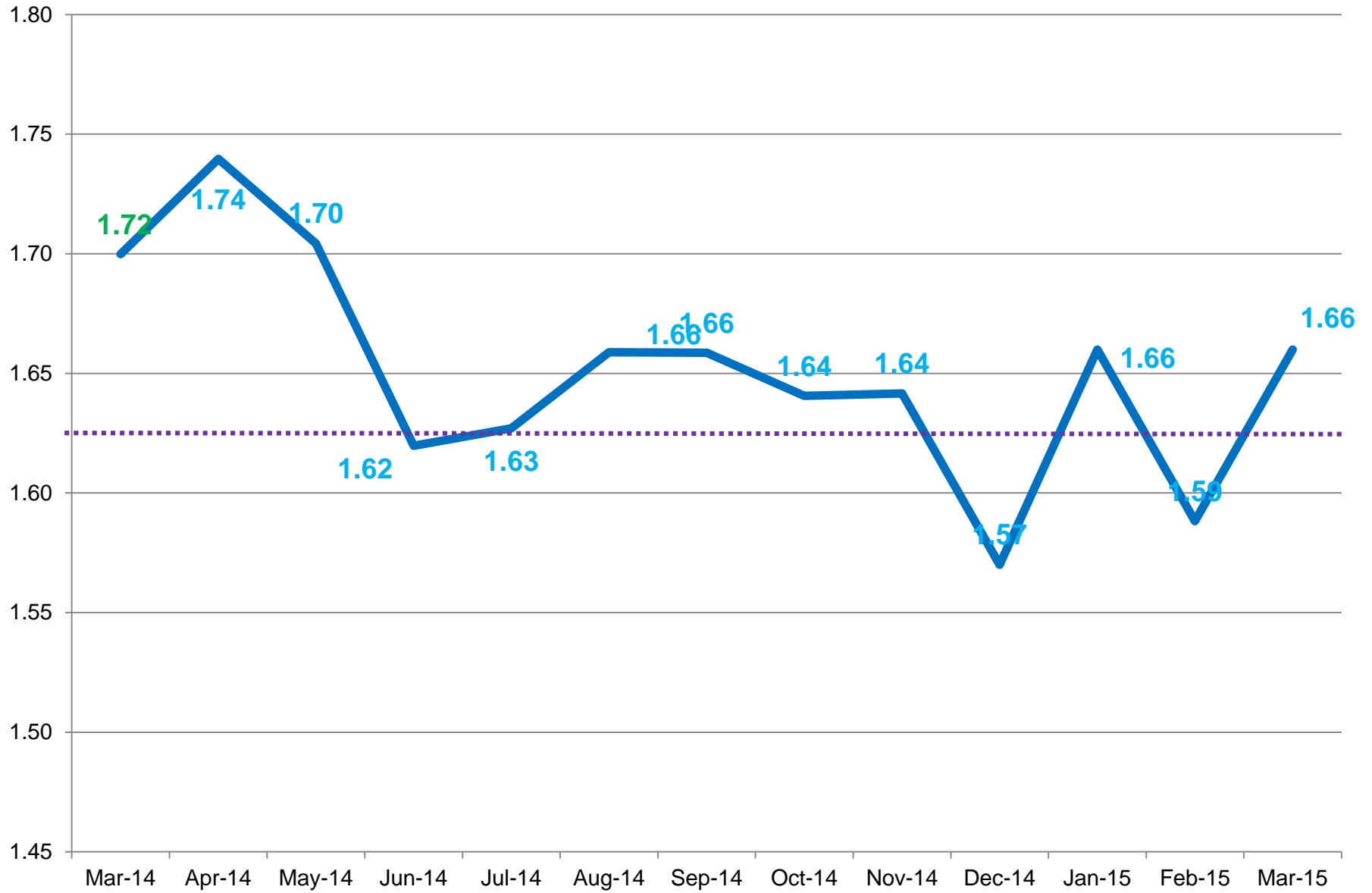
Taxis - Percentage of Total Trips



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



Redi-Wheels Monthly Comment Statistics

4/28/2015

	<u>March</u>		<u>February</u>		%	YTD*	
	Number	Rate per 1000 rides	Number	Rate per 1000 rides	in rate per 1000 rides	Average Number	Rate per 1000 rides
Comments by Category							
Policy related	33	1.3	31	1.4	6%	26	1.1
Service related	13	0.5	10	0.5	30%	12	0.5
Compliment	24	0.9	39	1.8	-38%	21	0.9
Total	70	2.7	80	3.6	-13%	59	2.5

Average Response Time to Customer (Days) **							
Complaints	10.9		10.2			6.3	
Compliments	3.3		2.3			3.7	
Overall	8.1		5.9			5.2	

* Year to date from July 2014

** Time from when SamTrans receives the comment until the customer gets a response

Redi-Wheels Monthly Comment Statistics

4/28/2015

	Mar	Feb	YTD* Average	YTD* Rate per 1000 rides
Comments by Type				
Compliment	24	39	27	1.1
Customer error	22	27	29	1.2
Ride cancelled	0	0	0	0.0
Driver assistance	1	1	1	0.0
Denied ride	0	0	0	0.0
Driver conduct	1	1	3	0.1
Dispatcher error	0	0	1	0.0
Driver proficiency/driver safety	0	0	1	0.0
Early vehicle	0	0	0	0.0
Incident	0	0	0	0.0
Late vehicle	8	4	6	0.3
Missed trip	3	0	2	0.1
Phones (wait times, no answer)	0	0	0	0.0
General policy	4	0	1	0.0
Reservation error	0	0	1	0.0
Ride Time	0	1	0	0.0
Reservationist	0	0	0	0.0
Scheduling error	0	2	0	0.0
Safety of passenger	0	1	0	0.0
Service request	6	4	5	0.2
Vehicle preference	0	0	0	0.0
Vehicle quality	1	0	0	0.0
Total	70	80	79	3.3

* Year-to-date from July 2014.

MONTHLY OPERATING PERFORMANCE SUMMARY DEFINITIONS

Performance Measure	Definition
1. Total trips requested	All trip requests called into Redi-Wheels reservationists
2. Trips scheduled	Trips scheduled up to 5:00 p.m. the day before the scheduled trip and standby trips (excludes cancels made before this time)
a. Same day cancels	Cancellation by customer from 5:01 p.m. the day before the scheduled trip up to two hours before scheduled pick up time
b. Late cancels	Cancellation by customer within 2 hours of scheduled pick up time
c. No-show (customer)	Customer does not appear within 5 minutes of vehicle arrival
d. No-show (operator)	Redi-Wheels fails to pick up passenger or arrived more than 90 minutes after the scheduled time (documented from customer complaints and/or Redi-Wheels operating records)
3. Total trips served	Completed one-way passenger trips by Redi-Wheels bus, sedan, taxi or minivan
a. Average weekday ridership	Total weekday trips divided by number of weekdays in month
b. Advance reservation	Redi-Wheels trips booked 1-7 days in advance
c. Agency trips	Redi-Wheels standing order trips provided to agency clients
d. Individual subscription	Redi-Wheels trips made by individuals on a standing-order basis
4. Total Redi-Wheels riders	Unduplicated individuals who rode Redi-Wheels during the month
5. Intercounty transfer trips	Trips which the customer states involve a transfer to another paratransit provider. Does not include trips with an origin or destination in the Redi-Wheels service area of San Francisco or Palo Alto.
6. On-time performance	Percent of trips picked up within 20 minutes of scheduled pick up time
7. Productivity (psgrs/rvh)	Number of passengers divided by number of vehicle revenue hours
8. Complaints per 1000 trips	Computed by dividing valid service complaints by total trips divided by 1,000
9. Compliments per 1000 trips	Computed by dividing total compliments by total trips divided by 1,000
10. Avg. phone wait time (mins)	This is the average wait for reservation calls; it represents the approximate wait time for most customers.
4/28/2015	

Comment Code Definitions								
Description	Definition							
Compliment	compliments of any kind							
Customer error	complaints resulting from a misunderstanding or misinterpretation of policy							
Ride cancelled	customer's trip was cancelled in error or for unknown reason							
Driver assistance	complaints about level/quality of assistance from driver, including securement							
Denied ride	complaint about a denied trip							
Driver conduct	dissatisfaction with driver conduct, attitude, appearance, actions, judgment							
Dispatcher error	dissatisfaction with dispatcher's actions or conduct							
Driver proficiency/safety	observations of unsafe driving, bad driving practices							
Early vehicle	vehicle arrived more than 5 minutes before the scheduled p/u time							
Incident	accidents, injuries or other serious incidents							
Late vehicle	vehicle arrived more than 20 minutes after the scheduled p/u time or dropoff time							
Missed trip	contractor failed to pick up the passenger							
Phones	dissatisfaction with wait times, no answer, busy, etc.							
General policy	complaints about Redi-Wheels policies							
Reservation error	wrong information taken for reservation							
Ride time	ride time exceeded the ride time standards							
Reservationists	dissatisfaction with reservationist's actions or conduct							
Scheduling error	complaint about scheduling error							
Safety of passenger	safety complaint related to passenger, e.g. securement							
Service request	service requests and suggestions							
Vehicle preference	request for particular type of vehicle							
Vehicle quality	Complaints related to the vehicle							